



MichelinB2B National Account Delivery Receipts Quick Reference Guide

This document serves as a quick reference guide to demonstrate how to use the key functions of the Michelin eBusiness 'Process Claims' module for National Account and/or Truck Associate Dealer (TAD)*** Delivery Receipts.

The form or work order used for the claim must include all required information for the account being billed.

Enter User ID and Password and click to Login to www.Michelinb2b.com site.



Click on EBUSINESS tab to display menu options



Processing a Claim

Claims are created from "Delivery Receipt" (DR) forms or Work Orders.

Click 'Process Claims' in the EBusiness Menu on the left; the claims menu will be displayed.



National Account Delivery Receipts

Click on the 'National Account' menu option. The National Account Delivery Receipts header screen appears.



To designate the National Account / TAD customer Ship-To number, enter / select only one of the following options:

- Select the National Account / TAD site from the Recently Used National Accounts drop down menu.
- Enter the Ship-To Account number in the National Account Customer Ship-To # field.

Leave this field blank if account number not known. Continue to the DR Form Number field.

*** Please Note: Only dealers participating in the TAD program are eligible to bill TAD accounts.***

Enter a seven (7) digit Form #. If the number is not 7 digits, fill with preceding zeros as in the following example: 00#####.

The National Account Stock Order requires a “yes” or “no” selection. Examples: If the National Account / TAD Customer purchased tires for their stock/inventory, Select Yes. If the tires were installed or services performed on a vehicle/trailer, Select No.

Click Continue at the top of the screen.

Note: If none of the options to designate a specified customer were used, the Account Directory Search window will appear to help search for the Ship-To name and number.



The Account Directory Search Window

The Default Search Type is by Ship-To; however, searches can be done at a Bill- To level OR by using a National Account / TAD account number.

Suggested Search Criteria:

- Type the first (1) character of the Account name
- Type the first (1) character of the City.
- Choose the abbreviation for the State from drop down listing.

Search text is not case sensitive. The Zip Code is not needed unless the search needs to be more specific.

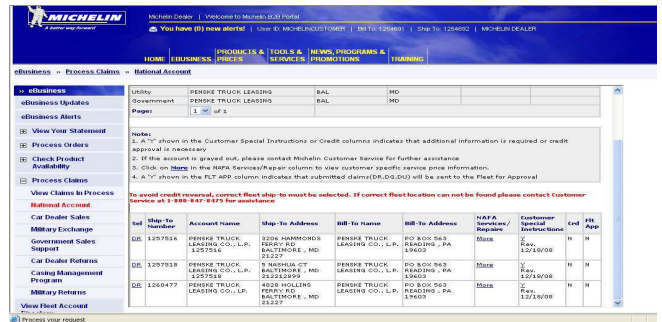
Click Search at the top of the screen. (Search results will be displayed)



Click on the name of customer to display a list of Ship-To locations to match specified criteria.

Account(s) Data Window

Click on 'DR' in the Sel column to select the National Account / TAD Ship-To and return to the Delivery Receipt – National Account screen.



Note: Once a claim has been submitted, the Account will be added to the 'Most Recently Used National Accounts' drop down list on the header page for future use.

Delivery Receipts-National Accounts Form

Notice the National Account / TAD Ship-To information has been populated based on selection from account directory.



Note: Shaded fields (also denoted by * value) are considered required fields and must be populated.



The Customer Special Instructions area is designed to help fill out the required fields (shaded) for each customer.

For Example: VIN #'s are 17 characters long but for this customer only the last 8 are required.

Note: May need to scroll within the special instructions box to view all instructions.

1. The date delivered field requires only six (6) numbers, for Example: November 10, 2017 = 111017
2. Enter Associate Dealer Number if applicable.
3. Enter Michelin ONCall Case # if applicable.
4. Select a Servicing Location from the drop list provided to indicate WHERE the purchase/ service took place.
5. Taxing has a drop list with three (3) choices. Note: Taxing selection will be based on where the work was done and/or tires picked up or delivered.
 - a) Tires/Services delivered to National Account / TAD location.
 - b) Tires/Services picked up from the Dealer location.
 - c) Neither of the above choices.
6. Fill in all remaining required fields.

Note: If the National Account is set up as a Credit Card participant, only the following information will be allowed.

Credit Card data entered must match data stored by the National Account / TAD in Michelin's 'Credit Card Management' application. The national account/TAD will need to provide this information.

- Enter Credit Card Holder Name.
- Enter 1st and last 4 digits of Credit Card Number.
- Enter Credit Card Expiration Date.

DR Form Number	DRO221003	Date Delivered(MMDDYY):*	022118
Associate Dealer Number		Associate Dealer Name:	
Michelin ONCall Case #			
Servicing Location:*	Dealer Location	Dealer Work Order #	
Taxing:*	2. Tires picked up from dealer		
Zip Code, State	Select City		
Coupon #		PO/Coupon Authorized By	
Vehicle/Unit #:*		National Account P.O. #:*	
Received By :*		Fleet/Credit Card Member Name:*	
Credit Card # (1st & last 4 digits):*		Credit Card Expr Date:*	MM CCYY
Fleet card #		Fleet/Terminal Location #	
VIN #		Vehicle Year	
Make		Model	
Odometer Reading		Release #	
Terminal/Contract #		License#, State/Province	
Comments			

**Note: The menu choice "Save No Edit" is used if any required information is missing or invalid. This choice will continue to the detail page; however, the claim cannot be submitted when "Save No Edit" has been selected. An error message will appear "Please modify header information first for this claim."

7. Once all required values have been completed, click Detail to save, edit and move to the 'Delivery Receipt Details' screen.

**NOTE: Access may vary across Customers and Countries

Delivery Receipt Details

1. Enter Qty and MSPN (catalog #'s) fields. RELMSPN is only required if G7874 for retread products is used. Lines containing tires (MSPNs and certain NIMSPNs) will have an additional line containing dropdown options for specific tire data: Wheel Position, Removal Reason, Tire Disposition, and a field for Remaining Tread Depth. If any of these elements are required for the National Account the label will be highlighted and have the *. Due to the one to one relationship of these elements and a specific tire, whenever a selection/entry is made the line must contain a quantity of 1.

To copy a line on a claim, place a check in the SEL column and Click Copy Line at the top of the screen. The new line will show on the next available line.

To delete a line from a claim, place a check in the SEL column and Click Delete at the top of the screen.

Note: If more lines are needed after completing the first "Detail" page, Click More Lines for a second page.

Page: 1 of 1 **To avoid Credit Reversal, all items entered must be pre-approved by the Fleet.**

SEL	Qty	MSPN	REL/MSPN	Description	Price	Ext. Price	C
<input type="checkbox"/>	1	73997				\$0.00	[N]
				Whl# LEFT FRONT OUTSIDE Rowl Rans# SIDEWALL CUT/TOR Tire Disp# FLEET DRIVER RTD# 21			
<input type="checkbox"/>	1	50636				\$0.00	[N]
				Whl# LEFT FRONT INSIDE Rowl Rans# TIRE NOT REMOVED Tire Disp# ON VEHICLE RTD# 16			
<input type="checkbox"/>	0	07874	06071			\$0.00	[N]
<input type="checkbox"/>	0					\$0.00	[N]
<input type="checkbox"/>	0					\$0.00	[N]

Product Search

Click Product Search if the MSPN is not known. Select all of the following items:

- o Category
- o Brand
- o Rim Size
- o Section Width
- o Aspect Ratio



Click Search. A second Search window will appear. Click on the tread design to highlight and Click Search. A third search window will appear. Click on MSPN to highlight, then Click Select. The MSPN and description will appear on the detail page of the claim.

Service Code Search

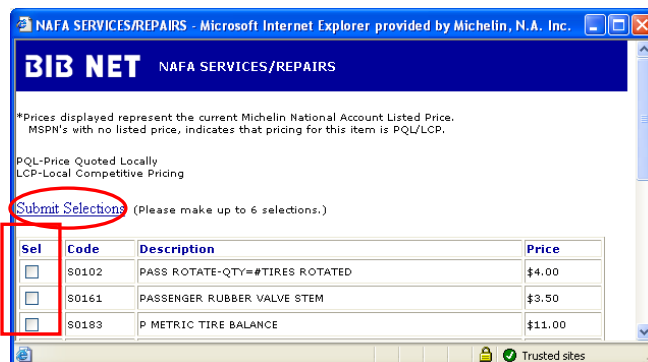
Click Service List if the service code is not known.



Example:

- Click "Passenger Tire – Tire Service" for the Service Price List to appear.
- Click in the SEL to select Service Codes to add to Detail Page. Up to 6 Codes may be selected at one time.
- Click Submit Selections to add codes to the Detail Page.

Note: If more codes are needed, select Service List and repeat above example.



2. Click Save or Continue.

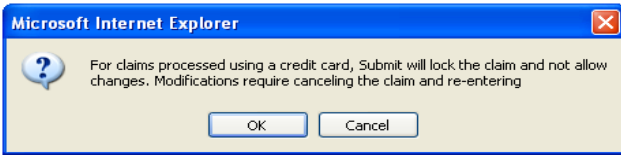
Save will display descriptions, prices and any error messages relating to the items entered. If a price does not populate at this time, the service code is PQL (Price quoted locally) and will require a price to be keyed in the price column. IF changes are needed, they can be made at this time. Click Continue to continue processing claim. Continue will perform the same actions as Save; however, if changes are needed, Modify or Detail must be selected.

Note: If comments are required for a line item, click on the (N) in the far right column (C) to enter comments. Enter description of parts or labor. Click Save when done.



The following warning message appears for Credit Card claims; Click OK to continue.

Clicking submit on credit card transactions sends a request to the bank for authorization. Changes to credit card transactions would require canceling and re-entering claim, which would result in new second authorization to the bank. **Please carefully validate credit card transactions prior to submitting.**



The Dealer Copy page will be displayed.



Note: Please use this Confirmation page to verify the appropriate National Account has been selected and that all products and services entered are correct.

4. Click Submit. Claim will be sent to Michelin for processing OR if National Account serviced participates in the 'Approve Order Process' the following message will be displayed.



Approve Order

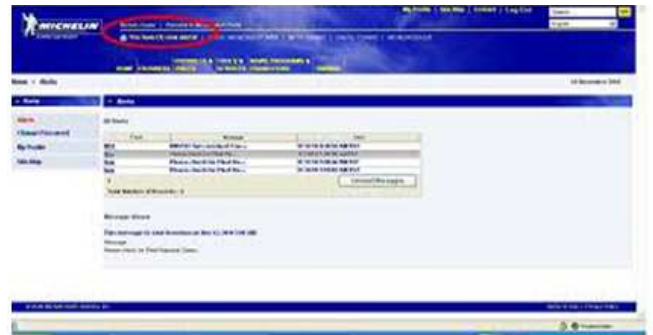
Approve Orders is an electronic process that allows a National Account fleet to view the completed Delivery Receipt online after it is submitted.

The National Account can view the claim for completion and accuracy before invoicing. All transactions must be either approved or rejected by National Account within 3 business days or system will auto-approve and send to Michelin for processing. Status of Claims sent to Fleet for approval can be viewed from 'View Claims in Process'.



- Submitted Pending – Claim has been completed and pending delivery to National Account for approval.
- Fleet Approval Pending – Claim has been sent to National Account and is pending approval.
- Fleet Approved - Fleet has approved the claim and it will be sent to Michelin for processing.
- Fleet Rejected DLR - Rejected Claims will be sent back to the servicing dealer for correction. Requires dealer action.
- Fleet Rejected Michelin – Claim has been rejected to Michelin for pricing errors. Requires action by Michelin Customer Service.

Claims Rejected to DLR requires dealer action. Notification of rejected claims will be sent as a portal alert, and/or email or fax. Alert messages are sent twice a day at 7 AM and 7 PM EST and will continue until all pending claims are completed.



To find the rejected claim, go to View Claims in Process, change the status to Fleet Rejected DLR and click Search. All rejected claims will be displayed.



Select claim to view by clicking in the circle in the 'Entry' column. Click Inquiry to view or Modify to make changes.

Click 'View History' to see the fleets requested modifications. A new comments box is available to send comments back to the fleet.

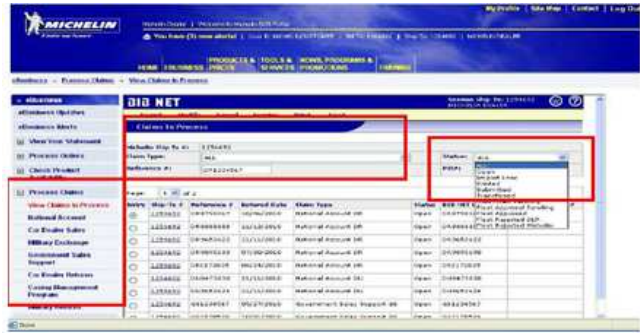


After necessary modifications have been made 'Submit' will send the claim back to Fleet for Approval.

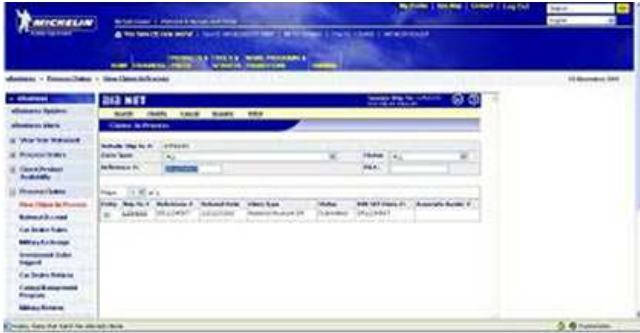
Modifying a Claim

A non-credit card claim can be modified or canceled before 6PM Eastern Time on the same day it is entered.

1. Click Process Claims in the BIB NET menu.
2. Select View Claims in Process.



3. Select All from the Claim Type and Status drop list.
4. Type full "Reference #" Example: DR#####, DU##### or DG#####.
5. Click Search.



6. Click Modify to make the changes.
 7. Click Detail.
 8. Click Continue.
 9. Click Submit.
- Note: To Cancel a claim Click Cancel.

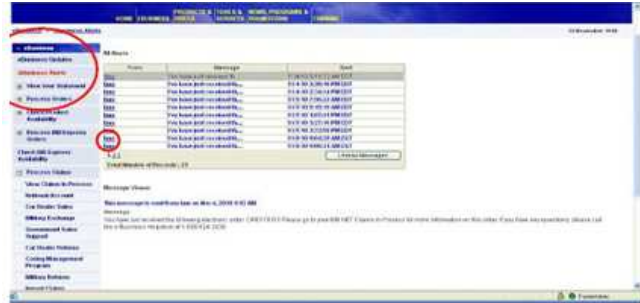
All DR's must be in "Submit" status by 6PM Eastern Time for same day processing.

****Pending eFleet Claims**

eFleet Claims are orders submitted by a Fleet directly to a dealers Claims in Process. An email or fax and a B2B portal alert will be sent to advise of pending eFleet orders. Click on portal alert notification



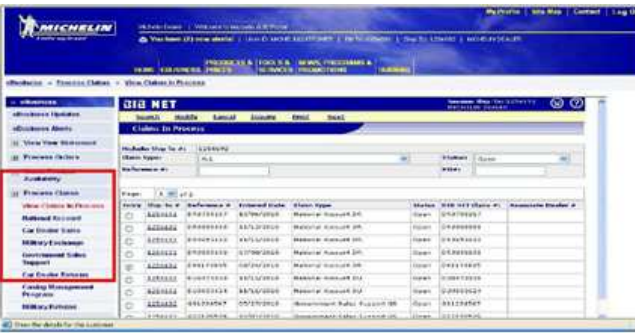
OR Click on eBusiness Alerts on left under eBusiness menu. Listing of alerts will be displayed. Click on BNU to display the details of the alert message to obtain the electronic order number.



Note: If you are a Bill-To user, you will receive alert notifications for all orders sent to all Ship-To locations. If you are a Ship-To user, you will only receive alerts for orders for your location.

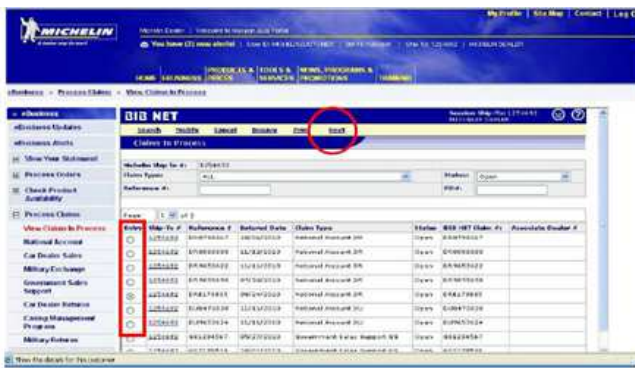
To see the details for the order:

1. Click Process Claims to display Claims menu.
2. Click on View Claims in Process.



Note: eFleet orders have a prefix of DRE, DUE (utility), or DGE (Government).

3. To view a particular order for printing, Click the button in the “Entry” column”.



4. Click Print to display the “Electronic Order Copy”.



5. Print this screen using the “Print Icon” in your toolbar. This document can be used as the Delivery Receipt.

Note: The DRE order will remain in Claims In Process in “Open” status until delivery is made and the claim is completed in B2B.

The eFleet alert message will remain as a reminder there are “pending eFleet” orders. This

message will disappear when all orders have been submitted.

**NOTE: Access may vary across Customers and Countries

Completing an eFleet Order

1. Click Process Claims to display Claims Menu.
2. Click View Claims in Process.
3. Select the eFleet order.
4. Click Modify.



The National Account Delivery Receipt screen will be displayed.



5. A DR# needs to be assigned to this claim. If the printed DRE order is being used as the Delivery Receipt, for example: DRE007012, drop the E and add a zero (0) to make the following number: 0007012
6. Update the “Date Delivered” field.
7. Enter all other required fields.
8. Click Detail to see the “Detail Page”. Verify this page.
9. Click Continue.
10. Click Submit to complete the claim.

For assistance with the MichelinB2B site, contact Michelin e-Business Help Desk (US) at 1-888-624-2638 /bibnet-help.csd@michelin.com or Michelin e-Business Help Desk (CA) at 1-877-924-2638 /bibnet.canada@michelin.com